

AIR FORCE CORE PERSONNEL DOCUMENT

ORGANIZATION:	10CEG/510CES/CEF	NUMBER:	12X98
SUPV LEV CODE:	1	COMP LEV CODE:	22
TARGET GRADE:	08	FLSA:	EXEMPT
JOB SHARE:	NA	CAREER PROG ID:	NA
SENSITIVITY:	NONSENSITIVE	BUS:	INELIGIBLE
EMERGENCY ESS:	NA	DRUG TEST:	Y
KEY POSITION:	NA	POSITION HIST:	REPLACE 08200, 10-24-91

CLASSIFICATION: Supervisory Fire Communications Operator, GS-0081-08

DUTY TITLE: E911 Call Taker/Fire Communications Dispatcher Supervisor

ORG & FUNC CODE:	ECY	CIVIL ENGINEERING
1ST SKILL CODE:	65 % ACE	Fire Communications Operator
2ND SKILL CODE:	10 % DXNSTJALA	Gen Facilities & Equipment, Facilities, Maintenance
3RD SKILL CODE:	25 % AKKCPX	Clerk/Asst/Technician, Data Systems Support

CLASSIFIED BY: JANICE J. McCREARY

CLASSIFIER SIGNATURE

DATE

SUPERVISOR'S CERTIFICATION:

I certify that this Core Personnel Document is an accurate statement of the major duties, knowledges, skills, and abilities, responsibilities, physical and performance requirements of this position and its organizational relationships. The position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

SUPERVISOR: ERNST R. PIERCY

SUPERVISOR'S SIGNATURE

DATE

CERTIFICATION:

Rater/Supv.				
Date				
Reviewer				
Date				
Employee*				
Date				

*Signature acknowledges receipt. It does not indicate agreement/disagreement.

PURPOSE OF POSITION AND ORGANIZATIONAL LOCATION:

Primary Purpose: To serve as working supervisor of the E-911 call taker/fire communications dispatcher center with responsibility for receiving and transmitting all Crash, Fire, Rescue, Hazardous Materials, Police, and Medical emergencies and provide Emergency Medical Dispatch (EMD) functions.

The organizational location of this position is: USAF Academy CO
10th Air Base Wing
10th Civil Engineer Group
510th Civil Engineer Squadron
Fire Protection Flight.

ORGANIZATIONAL GOALS OR OBJECTIVES:

The organizational goals or objectives of this position are: Manages all activities relating to fire prevention, protection, and aircraft rescue. Performs all phases of fire protection planning and engineering, inspection and prevention, fire fighting, and related rescue services. Provides administration involved in maintenance of fire incident and operations records and reports. Performs duties of Direct Reporting Unit Fire Protection Manager.

DUTY 1:	25%	XX	Critical	Non-Critical
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Plans, schedules, supervises, trains, and evaluates the activities and performance of subordinates. Responsible for maintaining, purchasing, and upgrading all automated data processing equipment, software, and communications equipment in the E-911/Fire Communications Center.

STANDARDS:

- A. Plans and revises the work schedules and sequence of operations for short term periods of time to ensure an even flow and distribution of work, the expeditious handling of priority cases and the meeting of schedules and deadlines.
- B. Coordinates with representatives of other units concerning matters of work accomplishment, priorities, and procedures to ensure the most effective operation.
- C. Ensures there are enough equipment and supplies on hand to accomplish the work.
- D. Makes recommendations concerning the maintenance or replacement of equipment to ensure state-of-the-art equipment is requested when necessary.
- E. Assigns work to employees based on a selective consideration of such factors as difficulty and requirements of assignments; availability, capability and special qualifications of employees; and other resources available to ensure work is accomplished in the most effective and economical manner.
- F. Sets performance standards for employees after receiving their input, advises them of performance requirements and keeps them informed individually of their progress in meeting the requirements; and prepares formal annual rating in accordance with directives.
- G. Reviews work in progress or upon completion and gives advice, counsels, or instructs employees to ensure accuracy, adequacy, adherence to procedures and takes corrective action as necessary.

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- H. Interviews candidates for positions, makes selection in coordination with higher level management and makes recommendations for promotion or reassignment as necessary.
- I. Hears and resolves complaints from employees; refers group grievance and more serious unresolved complaints to higher level supervisor as necessary.
- J. Effects minor disciplinary measures and recommends other action in more serious cases in a timely manner.
- K. Identifies developmental and training needs of employees; and provides or arranges for needed developmental on-the-job training for formal training in a timely manner.
- L. Provides positive support of the Affirmative Action Plan and Equal Employment Opportunity Programs as prescribed by AFRs and local directives.
- M. Works toward an effective and efficient position management and Quality Air Force Program.
- N. Responsible for coordinating emergency medical dispatch (EMD) protocols with the Physician Advisor.

KSA: 1, 2, 3, 4, 5, 6, 7

DUTY 2:	30%	XX Critical	Non-Critical
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Maintains telephone and radio communications, performs Emergency Medical Dispatch (EMD), and dispatches appropriate emergency forces.

STANDARDS:

- A. Receives alarms by telephone, Telecommunications Device for the Deaf (TDD), computer interface, and communications equipment. Interprets alarm locations, nature of emergencies, etc. and dispatches appropriate emergency response forces in a timely manner. Transfers emergency calls to appropriate police and/or medical control centers as required per established protocols.
- B. Maintains familiarity with communications equipment in order to transmit prompt and accurate enroute information during responses to crash, fire, rescue, medical, and hazardous materials emergencies.
- C. Maintains constant liaison with the scene of the emergency to include; but not limited to, fire officials, fire stations, police, medical, and any other unit control centers involved with the emergency until official termination of the incident.
- D. Receives and accurately documents information regarding the status of vehicles, road closures or obstacles, hydrants, fire detection and suppression systems, communications systems, automated data processing equipment, hazardous cargo movements, significant off base emergencies of interest, and keeps the senior fire officials apprised of status changes in a timely manner.
- E. Operates automated data processing and communications equipment according to established protocols for emergency call takers and dispatchers. Answers and directs incoming telephone calls to proper destinations in a timely and courteous manner.
- F. Relays emergency information traffic to appropriate on and off base authorities; especially during accidents on Interstate-25.

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- G. Transmits and/or relays requests for mutual aid through other Public Safety Answering Points (PSAP's) or emergency response jurisdictions and transmits these requests to/from the senior fire official in a timely manner.
 - H. Notifies senior fire official at each station of any impending changes in local weather conditions to ensure necessary precautions are taken to safeguard firefighters and equipment and still provide maximum fire protection.
 - I. Remains fully alert and attentive at all times during the period of assigned tour of duty.

KSA: 1, 2, 3, 4, 5, 6

DUTY 3:	15%	XX Critical	Non-Critical
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Operates automated data processing equipment for the base fire alarm system and the Enhanced 911 system.
Creates, updates and edits new and existing alarm points and messages generated by the alarm system.
Interprets and edits automated data processing and communications information.

STANDARDS:

- A. Receives and adequately documents all significant information received via data processing equipment for the base fire alarm and Enhanced 911 systems in accordance with established protocols.
- B. Reports all equipment malfunctions and/or failures to the supervisor, senior fire officials, and the appropriate repair agency in a timely manner.
- C. Assists the supervisor in training other operators in the operation of automated data processing systems as required.
- D. Works with fire alarm and E-911 system technicians to maintain system data updates.

KSA: 1, 4, 5, 6

DUTY 4:	10%	XX Critical	Non-Critical
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Maintain maps, logs, charts.

STANDARDS:

- A. Maintains a current automated outage status file and ensures oncoming senior fire officials receive current outage reports.
- B. Maintains an accurate automated activity log of all significant daily events, processes, or notifications received through the dispatch center.
- C. Adequately maintains current maps and other visual aids frequently utilized as quick information references for responding emergency personnel.
- D. Accurately documents and informs the senior fire official of munitions movements and fire symbol changes.

E. Documents and informs all operations personnel of weather warnings and advisories in a timely manner.

KSA: 1, 3, 4, 5, 6

DUTY 5: 10% XX Critical Non-Critical

Operates and maintains auxiliary data processing equipment, printers, recorders, facsimile equipment, and other devices installed in the dispatch center.

STANDARDS:

- A. Maintains proficiency with all functions and usage of the USAFA local area communications networks.
- B. Compiles, collates, and verifies alarm statistics generated by or processed through the communications center in a timely manner.
- C. Operates, maintains, and troubleshoots all auxiliary and peripheral data processing equipment including but not limited to printers, recorders, and facsimile equipment associated with the functions of the dispatch center.

KSA: 1, 4, 5, 6

DUTY 6: 10% Critical XX Non-Critical

Works harmoniously with others

STANDARDS:

- A. Works in close harmony with supervisors, co-workers and others during day-to-day routines and during emergencies. Promotes good working relationships and maintains a consistently courteous attitude at all times. Keeps calm and cool during emergency dispatching routines.

KSA: 5, 6, 7

Other significant facts pertaining to this position are:

1. Incumbent is required to work on alternate work schedule which requires an uncommon tour of duty (including weekends and holidays).
2. Incumbent is required to perform critical services regardless of weather conditions or base closure and report to the duty station at the regularly scheduled work time.

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3. May be required to respond on off-duty time during a conflagration, or stay over until an emergency has been terminated or until properly relieved by a qualified operator.
 4. Incumbent is subject to random drug testing.
 5. Incumbent is required to watch over the flightline area during normal flying hours.
 6. In accordance with HQ USAF Letter, dated 1 Nov 89, subject: Special Coverage of Law Enforcement and Firefighter Positions, the following statement will apply to this position (please see your SF-50 to see which retirement system you are under):

Retirement
System

Special Coverage Statement

FERS

Position covered as a secondary position under the Federal Employee's Retirement System (FERS) special retirement provisions (5 U.S.C. 8412 (d)). Authority: Department of Defense Memorandum dated 31 August 1989.

CSRS

Position covered as a secondary position under the Civil Service Retirement System (CSRS) special retirement provisions (5 U.S.C. 8336 (c)). Authority: OPM letter dated 26 Jun 89.

7. Incumbent must be able to obtain and maintain a current Emergency Medical Dispatch (EMD) certification.
8. Incumbent must be able to obtain and maintain a current Cardio-Pulmonary Resuscitation (CPR) certification.
9. Must participate in exercises by relaying accurate information. Must be resourceful and alert to adequately perform duties.

RECRUITMENT KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of communications operations.
 2. Knowledge of basic fire fighting techniques.
 3. Knowledge of location and availability of emergency apparatus, the kind of apparatus and equipment needed for the emergency at hand..
 4. Knowledge of basic computer operations to include word processing, retrieval and input of data. A qualified typist is not required.
 5. Ability to effectively communicate both orally and in writing using a calm and stable demeanor while dealing with emergency situations.
 6. Ability to work independently without immediate supervision.
 7. Ability to supervise and work harmoniously with others.
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SUPERVISORY CONTROLS:

Supervision is provided by the Assistant Chief for Training. Incumbent performs assigned duties without detailed instructions. Work is spot checked and evaluated through observance of performance during emergency situations and review of work performed. The supervisor will utilize recurring training program to chart progress of employees. Day to day work is not subject to close supervisory review, however, error in judgment will be immediately noticeable and might result in loss of life and/or serious injury. Incumbent must act independently and spontaneously in receiving, passing on, and recording messages received in the Communications Center.

GUIDELINES:

Includes AF policy directives and instructions, standard operating procedures, manufacturers booklets, maps, diagrams, specifications, E-911 Policies and Procedures, and operating manuals. Incumbent must use independent judgment in applying these guidelines to routine situations.

FUNCTIONAL REQUIREMENTS:

Light lifting (under 15 lbs), light carrying (under 15 lbs), reaching above shoulder, use of fingers, ability for rapid mental and muscular coordination simultaneously, ability to distinguish basic colors, and the ability to hear (hearing aid permitted). Requires H-1 profile for entry; must maintain an H-2 profile each year.

ADDITIONAL FUNCTION REQUIREMENTS INCLUDE:

NOTE: If it can be otherwise accommodated, a specific physical condition or impairment will not automatically disqualify a candidate.

ENVIRONMENTAL FACTORS:

Working closely with others, working alone, constant noise (radio, computers and fans)

CLASSIFICATION SUMMARY:**CLASSIFICATION STANDARD(S) USED:**

Fire Protection and Prevention Series, GS-081/09/91 (TS-108), Telephone Operating Series, GS-382/11-91 (TS-110), Telecommunications Processing Series, GS-390/11-91 (TS-220), Grade level Guide for Clerical and Assistance Work/06-89 (TS-34), General Schedule Supervisory Guide/06-93 (TS-123)

Position File Name: U:\CE\12X98.doc

USAF Academy Free-Flow Format: 04-94

Date: Jan 97